

"Sample Policy"

STANDARDS OF CONDUCT

I. PURPOSE

To assure safe, efficient and harmonious operations and to fully inform all employees of their responsibilities in this regard.

II. SCOPE

This policy applies to employees at all locations.

III. POLICY

The _____ company's standards of conduct are established for the guidance of all employees. The following represents only a partial list of unacceptable behaviors and conduct, as a complete list of all possible violations would be impossible to write.

Infractions will lead to corrective action up to and including discharge.

BREACHES OF STANDARDS OF CONDUCT (Partial List)

Use, possession, sale, purchase, transfer or being under the influence of alcoholic beverages, illegal drugs or other intoxicants at any time on company premises or while on company business.

Falsifying employment application, timecard, personnel, or other company documents or records.

Unauthorized possession of company or other employee property, gambling, carrying weapons or explosives, or violating criminal laws on company premises.

Fighting, throwing things, horseplay, practical jokes or other disorderly conduct.

Engaging in acts of dishonesty, fraud, theft or sabotage.

Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees.

Insubordination or refusal to comply with instructions or failure to perform reasonable duties which are assigned.

Unauthorized use of company material, time, equipment or property.

Damaging or destroying company property through careless or willful acts.

Conduct which the company feels reflects adversely on the employee or company.

Performance which, in the company's opinion, does not meet the requirements of the position.

Engaging in such other practices as the company determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the company, its employees or clients.

Negligence in observing fire prevention and safety rules.

Other circumstances for which the company feels that corrective action is warranted.

"SAMPLE Policy"

DISCIPLINARY / CORRECTIVE ACTION

I. PURPOSE

To set forth general supervisory guidelines for a corrective action process aimed to document and correct undesirable employee behavior.

II. SCOPE

This policy applies to departments, supervisors and employees in all locations.

III. POLICY

The _____ company seeks to establish and maintain standards of employee conduct and supervisory practices which will, in the interest of the company and its employees, support and promote effective business operations. Such supervisory practices include administering corrective action when employee conduct or performance problems arise.

Major elements of this policy generally include:

- A. **Constructive effort by the supervisor** to help employees achieve fully satisfactory standards of conduct and job performance.
- B. **Correcting employee** shortcomings or negative behavior to the extent required.
- C. **Notice to employees** through communicating this policy that discharge will result from continued or gross violation of employee standards of conduct or unsatisfactory job performance.
- D. **Written documentation** of disciplinary warnings given and corrective measures taken.
- E. Documentation of corrective action will become part of the employee's personnel record for a period of 24 months. If no related disciplinary measures are recorded within that period, the documentation will be removed from the file.

IV. **OPTIONS FOR CORRECTIVE ACTION**

Depending on the facts and circumstances involved in each situation, management may choose to begin corrective action at any step up to and including immediate discharge. However, in most cases, the following steps should be followed:

A. **Verbal Warning.** For infractions the company deems to be minor, the employee should at a minimum be issued a verbal warning.

B. **Written Warning.** For repeated minor infractions, or a more substantial infraction, the employee should at a minimum be issued a written warning. If the situation does not improve within a reasonable time (not longer than four months, depending on the seriousness of the issue), the supervisor may repeat the measure or take steps to discharge the employee.

The written warning should be prepared following a corrective action discussion with the employee. The employee will be given an opportunity to comment in writing and should be asked to sign a copy of the warning, acknowledging receipt. Three copies of the warning will be distributed as follows:

- (1) employee;
- (2) supervisor;
- (3) personnel file.

C. **Discharge.** For infractions management deems to be sufficiently serious, or continued failure to respond appropriately to prior corrective action, discharge is appropriate.

V. OTHER OPTION FOR CORRECTIVE ACTION

Suspension. If events compel a supervisor to take immediate action when discharge appears possible, the supervisor will immediately suspend the employee for a specified period, pending an investigation. The employee will be required to leave the premises immediately. The manager will be notified immediately. The suspension / investigation period will last no longer than three working days, except in highly unusual circumstances. The objective of this suspension will be to determine if discharge is the proper decision.

"Sample Policy"

COMPLAINT PROCEDURE

I. PURPOSE

To provide a process for employees to discuss complaints or problems with management and to receive careful consideration and a prompt resolution.

II. SCOPE

This policy applies to non-union employees at domestic locations.

III. **POLICY**

Each employee of the company is encouraged to:

- Discuss work-related complaints or problems with management
- Appeal an unfavorable decision to a higher authority in the company

IV. **DEFINITION**

"Complaint" is defined as a condition of employment or application of a policy that the employee thinks is unjust or inequitable.

V. **PROCEDURE**

A. Supervisor's Role. To resolve complaints and problems, the employee is encouraged to first seek assistance from his or her immediate supervisor, who should attempt to resolve the problem. The supervisor is responsible to handle the complaint as an important business matter, striving to arrive at a prompt, equitable solution.

B. Alternative Channels. Occasionally, an employee's complaint involves his or her supervisor. Supervisors should realize that employees often do not feel free to express such concerns to them. Therefore, employees are encouraged to discuss complaints with the next higher level of management to avoid an awkward situation. As an alternative, the employee may discuss the complaint at any time with the human resources manager. An employee may ask the human resources manager, another employee or another manager to be present at a complaint discussion with any level of management.

C. Appeals. If the employee's complaint is not settled satisfactorily with the immediate supervisor, the employee is encouraged to appeal the complaint to the next higher level of management. The company expects supervisors to support this appeal process to help rectify any remaining dissatisfaction.

The employee may appeal a complaint through succeeding levels of management to the General Manager, if desired. The General Manager will render a final decision on the matter after appropriate investigations.